

# CAHPS® Tip Sheet

## Getting Appointments and Care Quickly

### Measure Description

The Getting Appointments and Care Quickly measure evaluates patients' satisfaction with how quickly they were able to get appointments and care.

This is self-reported by patients and collected annually as part of the Consumer Assessment of Healthcare Providers Systems (CAHPS®) Survey.

### Survey Questions

- When you needed care right away, how often did you get care as soon as you needed?
- How often did you get an appointment for a checkup or routine care as soon as you needed?
- How often did you see the person you came to see within 15 minutes of your appointment time?

### Ways to Improve Patient Satisfaction

- If the requested provider is not available within the standard timeframe, offer patients an available appointment with an alternative provider.
- Explore and consider offering telephone, telehealth and telemedicine visits when appropriate for the patient's needs.
- Leave a few appointments open each day to accommodate urgent and follow-up visits.
- Encourage patients to use the 24-hour Nurse Advice Line, anytime they have question about their health.
- If the provider is behind schedule, the office staff should respect the patient's time by giving them choices and a realistic estimate of when they will be seen.

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